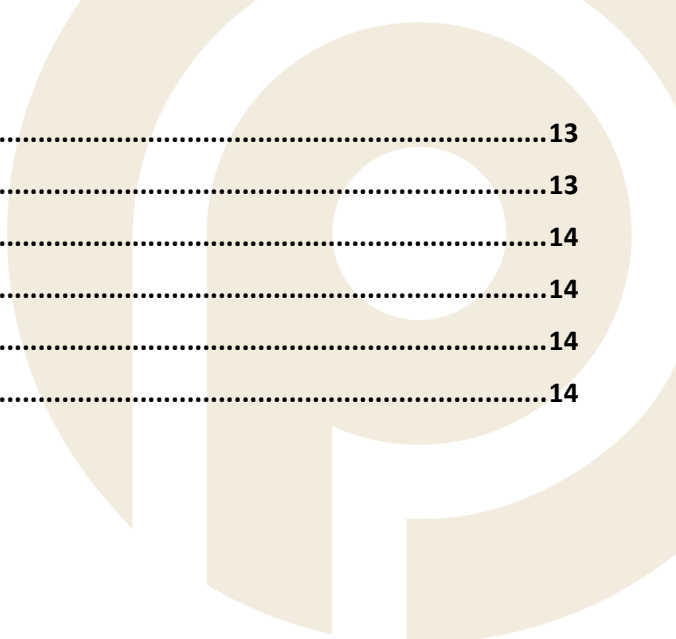


Quality Assurance Manual – Information for Providers and Employers

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Section One

Introduction

As a recognised Assessment and Awarding Organisation by Ofqual Professional Assessment Ltd (PAL) is required to meet their regulations, guidance and principles alongside the requirements of various agencies to include professional bodies and associations, Skills England and sector representing bodies such as Skills for care, and the rules as set by relevant government departments such as the Department for Education (DfE) and the Department of Work and Pensions (DWP).

Note this guide refers to EPA and is framed for the current delivery model of end-point assessment, PAL will issue new guidance in the form of a Centre handbook and a Centre Assessment and Quality Assurance Guide for Centres under the reformed apprenticeship assessment model. End-point assessment does not require Training Providers or Colleges to have centre approval, as the Assessment Organisation (AO) in this case PAL undertakes all invigilation, assessment and quality assurance activities. Under the new regime there is the opportunity for centre-based assessment, subject to Centre approval.

Even though with end-point assessment there is not a requirement to have Centre approval, under the terms and conditions of our service level contracts we expect organisations offering apprenticeship programmes to meet the requirements of the apprenticeship standards and plans and to deliver effective programmes of learning, that afford their apprentices of every opportunity of a successful assessment outcome.

PAL is an approved AO as recognised by the Apprenticeship Service - EPAO0095 and is responsible for the end-point apprenticeship assessment of apprentices registered with us by providers/colleges, on behalf of the employers they contract and work with, in delivering apprenticeship programmes.

End-point assessment (EPA) is the final stage of an apprentice's journey, and a successful end-point assessment will mean an AO, (PAL in this case) can request an apprenticeship certificate from the DfE, on behalf of the apprentice and their employer.

The rules surrounding apprenticeship programmes, require the on-programme delivery and end-point assessment to be undertaken by two different parties, thereby making the end-point assessment 'independent'.¹

PAL must ensure all aspects of its end-point assessment activities are valid, reliable, safe, and robust and to support these goals we firstly ensure all PAL personnel are appropriately qualified and trained to design, develop, administer, and deliver an efficient and effective assessment service.

Our service and approach is underpinned by a series of policies, processes and systems which support a stringent and secure approach to all aspects of the assessment journey.



¹ The proposed apprenticeship reforms released in February 2025 will mean that the term end-point assessment will become redundant and under the new apprenticeship assessment requirements, assessment of apprentices will be more flexible and responsive. This manual is an accompanying document for PAL's EPA activities

Centre Guidance from Ofqual

A Centre is any organisation that delivers part of a qualification on behalf of an awarding organisation. In an EPA context an employer that delivers or marks an assessment or part of an assessment will meet the definition of a Centre.

The General Conditions of Recognition (GCoR C2) applies only where a Centre delivers part of a qualification on behalf of an awarding organisation. Usually this will be where a Centre delivers assessments on behalf of an awarding organisation. A Centre can be involved in the delivery of an assessment even where it does not mark that assessment.

For example, a Centre will deliver an assessment where no person employed or contracted by the awarding AO organisation is present while the assessment is being taken. In such a case the Centre would have responsibility for administering the assessment and would undertake some or all of the following tasks, as relevant:

- a) Taking delivery of written question papers in advance of the assessment.
- b) Handing out written question papers to learners.
- c) Setting up online assessments.
- d) Delivering instructions to learners before the assessment commences.
- e) Ensuring that the awarding organisation's rules in relation to the conditions under which the assessment is taken are adhered to, including Invigilation.
- f) Collecting written responses to assessment and sending to the awarding organisation.

In those cases where a Centre (for example an employer) does deliver part of an end-point assessment an awarding organisation/EPAO must comply with the requirements of Condition C2.

This will include where the relevant assessment plan allows for Centre marking or in circumstances where an employer is the only person who could competently or safely assess the learner (apprentice).

By contrast, in some cases, no part of an EPA will be delivered by a Centre as the awarding organisation will deliver the assessments itself. This includes where an assessment takes place on an employer's premises, but the employer takes no part in the delivery of the assessment. In such circumstances the employer will not meet the definition of a Centre and Condition C2 will not apply (although Condition C1 will apply).²

<https://www.gov.uk/guidance/ofqual-handbook>

The conditions mean that if a provider or employer wish to support (and in this context, support does not include any assessment activity) but may involve activities as described above, PAL needs to ensure the 'Centre's' practice is congruent with the Ofqual conditions.

Where an employer or provider wishes to support test invigilation (subject to PAL approval and completion of a separate invigilation agreement), PAL must ensure they are compliant with the appropriate Ofqual conditions. Typically, PAL undertakes all invigilation activities

PAL also has a responsibility to monitor, and risk assess the parties it works with and adherence to the requirements of this manual provides greater assurance that compliance is maintained through the service delivery chain.

Our service level contracts detail PAL's EPA offer, and conditions and third party responsibilities and accountabilities.

This manual is also made available to third parties, that is all employers and providers (located on our standards Padlets) who work with us and have no active involvement in assessment; however, PAL has expectations that programme delivery will be compliant with the requirements of a funded apprenticeship training programme. This

² https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/729728/epa-qualification-level-guidance.pdf

includes compliance with the DfE funding rules and the respective apprenticeship assessment plans as issued by SE. Good practice for providers notably will include having provisions for many of the areas listed in this manual.

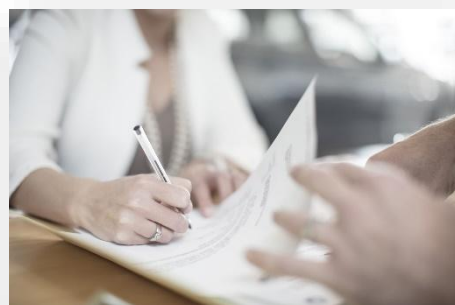
We urge all employers and providers, to review this information in conjunction with Ofqual's General Conditions of Recognition. Training Providers should also be familiar with the latest OFSTED framework for effective delivery practice and be able to demonstrate appropriate knowledge of the apprenticeship standards they operate.

Employers should be familiar with the apprenticeship standard, off-job training requirements and the relevant apprenticeship standard assessment plan.

Scope

This document should be viewed in conjunction with the following documents and/or policies:

- EPA Manual (This manual is available via the Online Padlet resources that all providers/employers and apprentices have access to).
- Essential policies, which include Complaints Policy; Conflict of Interest; Appeals and Enquiries; Maladministration and Malpractice and Invigilation - policies available via PAL's website
- Service level contract (Issued by PAL's Business Operation Director).
- Withdrawal Policy and Sanctions Policy (available via PAL's website).
- Special Considerations and Reasonable Adjustment Policy (available via PAL's website)



Section Two

Contracting and Working with You

We endeavour to strike a working relationship with employers and providers that is founded on a comprehensive and fair service level contract and makes clear the roles and responsibilities we all have to support an apprentice through their journey.

In designing, developing, and delivering our assessment offer, PAL looks to strike the balance of support and independence between all stakeholders, underpinned with reducing the requirement for excessive or unnecessary administration wherever possible.

PAL does not get involved in the on-programme delivery of apprenticeship standards; however, it is helpful for us to gauge an understanding and insight into the training provided by employers and providers. To this end we may ask to see curriculum outlines or schemes of work, as part of our engagement process.

The Quality Assurance Manual is a quality assurance guide and outlines good practice and those involved in apprenticeship delivery should be familiar with such requirements as part of their approved provider status as conferred on them by DfE.

The signing of the service level contract with PAL means you are accepting the information and amplification contained in our EPA Manual and this Quality Assurance Manual.

If at any stage of the service level contract duration with a provider and/or employer, serious concerns are identified by PAL, PAL reserves its right to invoke its Withdrawal Policy and termination clause of the service level contract.

PAL expects apprentices to be registered with PAL in a timely manner and in accordance with PAL's service level contract requirements and the DfE apprenticeship funding and management rules.

PAL requires training providers and employers to make provision for apprentices to access any evidence they collect over the course of their programme in support of their EPA, such as access to certificates and portfolio evidence, this is particularly relevant where portfolios underpin aspect of the independent assessment.

Providers and employers should ensure PAL has up to date details of contacts; sites; locations of apprentices, alongside accurate registration information, this supports effective assessment scheduling and certification requests.

Section Three

Policies Guidance for Providers and Employers

Note PAL requires providers and employers to comply with PAL's policies regarding assessment and access to end-point assessment.

In the case of providers (Independent Training Provider, Colleges, and employer providers), we would expect your organisational policies to be compatible with the relevant management and funding rules as dictated by the DfE/DWP and OFSTED.

It is the responsibility of the provider to establish the working practices of their employer partners data management and security; health and safety arrangements; equality, diversity, and inclusion practices.

PAL expects that apprentices have access to appropriate training, and are protected and safeguarded, alongside having accurate information regarding assessment, as made available by PAL, and distributed through our Padlets links made available to our third parties.

PAL would expect providers to have the following policies and whilst it is accepted PAL has no specific jurisdiction to confirm, comment or qualify such policies and supporting procedures, we know from experience where there is a collective policy and procedure understanding, the relationship between the provider and AO is greatly enhanced.

Employers should have appropriate policies and procedures that comply with employment, health and safety and equalities, diversity, and inclusion legislation, alongside being in the position to offer the apprentice access to the opportunities that will actively assist them in developing the necessary knowledge, skills, and behaviours commensurate with the relevant assessment plan.

Training Provider Policy Requirements

Appeals and Enquiry Policy

Providers should have their own Appeals and Enquiry Policy and a process through which an apprentice may challenge a formative assessment outcomes regulated qualifications required as part of the apprenticeship programme or assessment readiness.

For the purpose of challenging an assessment decision issued by PAL, PAL's Appeal and Enquiry Policy and procedure will need to be followed.

Complaints Policy

Providers should have a Complaints Policy and process which is made available to apprentices. Complaints regarding PAL can be made in accordance with PAL's complaints policy and procedure.

Malpractice, Maladministration and Plagiarism Policy

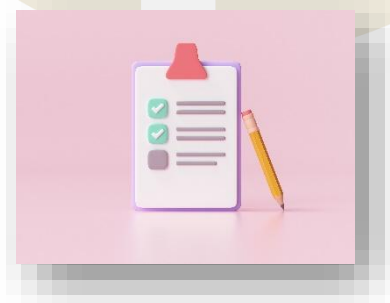
PAL requires providers to have a comprehensive policy and procedure in relation to malpractice, maladministration, and plagiarism, and the use of Artificial Intelligence (AI) that underpins on-programme delivery and is required to meet apprenticeship register requirements. PAL's AI policy and guidance is available to Providers and our Assessment/Account Managers can provide further clarification on the use of AI.

Any form of maladministration, malpractice or plagiarism or cheating, in connection with gateway and EPA activities as identified by the provider, employer or apprentice **must** be reported to PAL.

PAL will review any instance of maladministration or malpractice in accordance with our policies and notify the regulator where it is believed a potential or actual adverse effect has occurred.

Conflicts of Interest Policy

PAL expects providers to maintain an up to date Conflicts of Interest Policy, which details the conflict and mitigation taken to manage conflicts. PAL will, as part of its end-point assessment activities, request its own personnel to declare any conflicts of interest and where a provider undertakes any aspect of assessment (as previously detailed) we will ask for confirmation regarding conflict of interest.³



Contingency Plan

PAL expects providers to have a documented contingency plan in place which identifies action that will be taken to safeguard the interests of registered apprentices should the provider no longer be able to maintain programme delivery to allow registered apprentices to reach gateway and pass through EPA. Such a situation may occur if a provider ceases trading, or loses funding, for example. The provider should identify alternative arrangements where apprentices may be signposted to in such an event, and it would be expected that the funding bodies would be involved in such a situation. PAL also requests that they are notified if such an event is deemed likely, as such changes can impact on our capacity to resource assessment.

Data Protection Policy and Notice

Centres and third parties (providers and employers) are required to comply with the latest Data Protection Act, the General Data Protection Regulation (GDPR) requirements and have a written policy so that apprentices are aware of how their data will be used.

PAL has its own policy, and our data protection notice is in our EPA Manual, and our service level contracts stipulate what data we will collect and for what purpose.

We expect providers and employers to comply with the service level contract and EPA Manual. The EPA Manual is reviewed on a regular basis and is available via the PAL's website and Padlet.

Data protection notices must allow personal data to be transferred to PAL for the following purposes:

- a) To undertake administration in relation to registering the apprentice with us
- b) To provide the DfE/DWP with the correct information to claim the apprentice certificate and share assessment outcomes with the agency
- c) To provide the regulator, Ofqual, with accurate information for technical evaluations, regulatory requests for information and data processing results and activities in line with Ofqual's public interest commitments
- d) To contact the apprentice directly regarding assessment arrangements for the apprenticeship standard they are registered on, or for the purpose of investigations

³ Note PAL undertakes all assessments, however, should there be a requirement for a Provider to undertake invigilation for example, an additional approval and declaration of interest check is performed by PAL

- e) To disclose to the relevant regulator or agency in the reporting of events that have the potential to or have caused an adverse effect
- f) To administer requests for reasonable adjustments under the Access to Fair Assessment policy and arrangements and Special Considerations and Reasonable Adjustments policy
- g) To carry out statistical analysis and monitor equal opportunities (anonymised)

Equality, Diversity, and Inclusion (EDI) Policy

Providers and employers should have an Equality of Opportunity and Diversity Policy that clearly details how apprentices are made aware and how the policy can be accessed. The policy needs to take account of the most current legislation in relation to access to fair assessment and equal opportunities. Providers should be able to provide on PAL's request details of their assessment access arrangements.

PAL's own policy and processes are designed to support fair and equitable access to assessment, and we want to be assured that an apprentice has had every opportunity to progress to the gateway review. In respect of assessments undertaken by, PAL's EDI policy will apply.

PAL expects **all providers and employers** to enable apprentices (learners) to have equal access **to training and access to gateway and end-point assessment for apprenticeship standards, irrespective of their sex, marital status, age, religion, race, nationality or ethnic origin or disability.**

Providers and employers are expected to have in place a policy to ensure that such discrimination does not occur either directly, indirectly, or as a result of pressure from another agencies or bodies. Such a policy should apply to all satellite units/teams/locations/brands and there should be arrangements in place to monitor its application and effectiveness within the organisation, this applies to organisations with centre status or third party status.

Apprentices (learners) are also advised at the assessment planning meeting with PAL, prior to assessments taking place, of their right to appeal, which includes their right to appeal or complain in respect of the Equalities Act 2010.

Health and Safety Policy

Employers and providers must have a documented policy stating its commitment for the protection of health and safety of employees and apprentices. PAL expects the training provider has confirmed this with the employer.

Internal Quality Assurance Policy/Strategy

PAL expects providers to have a written policy which sets out its commitment and methodology regarding the Internal Quality Assurance provision regarding on-programme delivery. PAL undertakes assessment and quality assurance of the apprenticeship standards, and we have our own policies. We believe it is important that all aspects of the apprenticeship programme and gateway requirements have been subject to appropriate checks, and quality assurance throughout the apprenticeship programme supports such vigilance.

Apprentice Identification Process

Employers and providers must be assured that the person taking the assessment is who they say they are and as such, this requires a procedure in place for checking the apprentice's identification. For the purpose of PAL assessment activities PAL will undertake ID checks and apprentices should be advised of this, our resources and EPA information details what checks we undertake and what information we require.

Access to Fair Assessment Process

Fair assessment is the process by which the assessments and assessment methods used are designed to give all apprentices appropriate opportunities to demonstrate achievement, whilst considering any reasonable adjustments. The assessment plans determine the assessment methods and for the purpose of independent PAL led assessment, PAL will adhere to its Reasonable Adjustments and Special Consideration Policy and procedures.

Providers and employers must consider their access to fair assessment protocols when planning formative assessment tasks and preparing apprentices for gateway and assessment readiness by ensuring any such activities are relevant and reflect the assessment plan and standard the apprentice is working to and positively support end-point assessment readiness.

Access to fair assessment extends to the apprentice undertaking their assessment in a safe manner, with access to the appropriate resources, equipment, technology, and PPE. It is the responsibility of the employer⁴ to ensure the assessment requirements, agreed in the assessment planning/scheduling meeting, are adhered to.

Documentation Retention and Secure Storage Policy

Providers and employers should have arrangements for secure documentation retention and storage. Secure storage not only relates to apprentice's work such as portfolio evidence and records that may underpin end-point assessment activities, but to any assessment materials issued by PAL where the provider or employer has centre status. PAL will not issue any assessment materials to third parties strictly prohibits any acts or attempts to try and copy or record live assessments by the apprentice or any other third party.

PAL Padlets offer guidance and amplification on the respective apprenticeship assessment plan to help an apprentice prepare for assessment, as such they may include practice papers and exemplars specifically designed to support assessment readiness, but not actual assessment instruments. Arrangements should be agreed with the PAL Support Services team as to how work such as portfolios or projects required for submission as part of the assessment requirements are going to be shared by the provider.

PAL expects employers and providers to comply with the data arrangements as specified in our service level contracts and EPA Manual.

Invigilation Policy and Procedures

All tests/examinations must be administered securely and administered by PAL trained invigilators⁵. Where an apprentice requires additional support for example a scribe or prompter, PAL will oversee and confirm all arrangements, ensuring that the role of invigilation and additional support are separate. Where a reader is requested, PAL provides access to a screen reader for tests and there is a provision for a human reader.

PAL's invigilators are trained by PAL and subject to conflict of interest checks.

⁴ Note Providers are not involved in the assessment planning meeting and PAL will confirm arrangements with the employer and apprentice.

⁵ PAL will use our own invigilators to administer tests. In exceptional circumstances where it is not possible for PAL to undertake test invigilation, in which case PAL's EPA team will look at alternative arrangements and PAL's Quality team will wish to check arrangements are in line with PAL's Invigilation Policy and procedures. PAL will provide training for invigilators and should a provider/employer act as an invigilator, PAL will seek various assurances and issue a separate invigilation agreement that the provider/invigilator must adhere to, subject to a satisfactory outcome of checks. Any invigilator acting on PAL's behalf will comply with PAL's invigilation policy and procedure.

Section Four

Delivery Methodologies - Providers and Employers

PAL does not get involved in the on-programme delivery of apprenticeship standards, however it is helpful for us to gauge an understanding and insight into the training provided by employers and providers, to this end we may ask to see curriculum outlines or schemes of work.

As the independent end-point assessment is about assessing competence across the knowledge, skills, and behaviours of specific standards, it is critical apprentices have access to good quality training interventions and resources that are compatible with the requisite assessment plan.

PAL does therefore seek to establish how both providers and employers effectively support their apprentices as part of our account management and customer relationship activities and as such will access records such as OFSTED reports and gradings, as this provides an independent overview of the Provider's approach and effectiveness in learning delivery.

Providers and employers are responsible for having the appropriate staffing and learning resources and materials and equipment to support the apprentice through their apprenticeship programme.

To gain a better understanding of programme delivery, PAL will wish to confirm programme delivery mechanisms, to include use of learning platforms and e-portfolio systems. PAL will also inquire as to the access apprentices have to such systems. PAL does not make any judgement on our third parties selection of systems and evidence collection; beyond any evidence generated in support of competence is congruent with the assessment requirements. Understanding your systems and approaches does give PAL a better understanding as how to deliver the assessment experience that meets everyone's expectations.

Any provider/employer delivering apprenticeship provision should have appropriate quality systems in place to underpin that delivery. Systems will vary between providers and employers according to what is appropriate for the particular apprenticeship standard and workplace. Again, PAL makes no judgement on such systems, or relationships third parties may have with other awarding organisations or EPAOs, beyond gauging if any potential conflicts of interest exist either within the provider organisation, or PAL as a result of these arrangements.

PAL will seek assurance as part of our contracting and on-going working relationship with provider organisations that there is an appropriate system in place to deliver the programme of learning and support each individual apprentice, and that the organisation in delivering apprenticeships takes due regard of processes and procedures required in delivering apprenticeship programmes, with proper regard to funding requirements and the assessment plan and standard specification, and there must be evidence that it is implemented effectively.

The expectations of providers and their training arrangements with their selected employers is that they are meeting the requirements of the approved apprenticeship register for providers and they work to the OFSTED framework and comply with any funding and contracting rules in place, as determined by DfE.



Guidance as issued by the various agencies that monitor the effectiveness of apprenticeship training typically expect as a minimum:

- The managing and retaining of a suitably qualified and competent workforce to deliver training and internal quality assurance.
- Ensuring that the workplace and apprentice's job role is aligned to the requirement of the relevant standard and that the apprentice has a reasonable opportunity to acquire the necessary knowledge, skills, and behaviours (KSBs).
- Ensuring the provision of on and off-job training is effectively blended and delivered in a suitable and safe environment.
- Recording the apprentice's progress and monitoring performance through formative assessment.
- Ensuring work such as portfolios, projects, or assignments, submitted as evidence for end-point assessment have been suitably checked and authenticated as the apprentice's work.
- Ensuring that where a conflict cannot be avoided the AO is informed (for example in a family run business the apprentice maybe directly managed and coached by a family member and this may have some bearing for certain assessments, dependent on the assessment plan).
- Ensuring gateway requirements are understood and applied by the employer and provider.

Where PAL has evidenced concerns with the conduct of providers, employers or apprentices which could lead or cause a potential adverse effect at the gateway or EPA stage of the apprenticeship journey, PAL will review its service level contract with the relevant party and will refer to its Withdrawal Policy. Additionally, PAL's Responsible Officer or Deputy Responsible Officer may refer such concerns to the relevant regulator.

Section Five

Staff Requirements - Providers and Employers

Employers

It is not PAL's place to advise or get involved in on-programme delivery, and the following points are drawn from guidance as made available by the various agencies and regulator who oversee training and teaching delivery.

There is no one-way to deliver an apprenticeship programme, however PAL's experience is where employers, providers and apprentices have a good relationship and knowledge of the relevant apprenticeship assessment plan requirements, this better prepares the apprentice for their independent assessment.

Employers should ensure that apprentices receive appropriate supervision from their direct line report and that they have access to suitable on-job training and coaching and are fully supported by the organisation's training and development policies and processes.

The apprenticeship programme should stretch and challenge the apprentice and provide genuine opportunities for learning. The employer should actively support the compilation of the apprentice's individual training plan and provide regular training, coaching and feedback to progress the apprentice.

Employers should ensure the safety and well-being of the apprentice and work with the provider to deliver an effective apprenticeship programme, which meets the standard requirements.

Employers should be familiar with the apprenticeship journey, including all of the assessment requirements. The provider is responsible for making the AO choice, on behalf of the employer. The employer can, however, make their own recommendation for an AO.

Providers

Providers will typically have trainers/tutors/skills coaches who are responsible for programme delivery, some trainers and tutor may have a specialist training role such as the delivery English and maths teaching.

Providers are responsible for appointing appropriately qualified staff to carry out training and having in place an internal quality assurance system that ensures for formative assessment, assessments are valid, authentic, current, sufficient, and reliable.

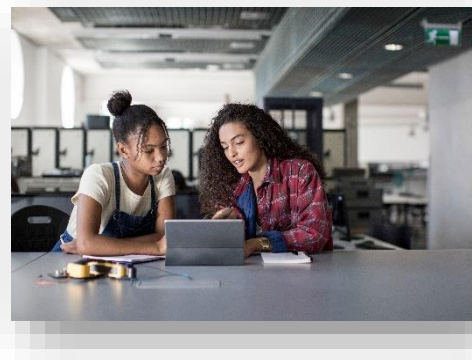
Section Six

Quality Assurance Approach - Providers and Employers

The vast majority of providers will have a recognised and robust quality assurance system that is recognised by other awarding organisations and cognisant with the General Conditions of Recognition (GCoR).

Internal quality assurance is a key factor in managing risk and it helps to ensure timely apprenticeship gateway meetings and supports the efficacy of the gateway review in accurately determining the apprentice's readiness.

While the gateway outcome cannot provide absolute assurance of the EPA outcome, a robust formative assessment during the on-programme phase of the apprenticeship should confer a collective agreement by the employer, apprentice, and provider, of the apprentice's competency and abilities. It is PAL's role to undertake the independent end-point assessment and PAL is responsible for the quality assurance of these assessments.



Even in the context of apprenticeship standards the role of the provider, internal quality assurer and quality assurance processes are to ensure that:

- Formative assessment is appropriate, consistent, fair, and transparent and does not unintentionally discriminate against any apprentice.
- Tutors/trainers receive ongoing advice and support, for example, in designing formative assessment activities, marking practice assessments, providing feedback to the apprentice to support skills and knowledge development etc.
- Conflicts of interest, that may advantage or disadvantage an apprentice are identified and addressed
- Apprentices clearly understand the apprenticeship requirements and are given opportunities to achieve their apprenticeship, through appropriate training, opportunities to undertake tasks and duties that correlate with the occupational competence requirements of their apprenticeship.
- Apprentices work such as portfolios or projects that underpin, or form part of the end-point assessment are an accurate reflection of the apprentice's experience and capabilities and are the apprentice's own work and are presented in a manner that meets the assessment plan requirements.
- Apprentice's gateway evidence is authentic, note as the appointed AO PAL will independently validate gateway evidence.

- Provider staff and apprentices understand the implications and the required actions in the case of suspected or actual malpractice. PAL's policy makes clear the actions we will take, and we will expect the support of the provider and/or employer and apprentice in any investigations PAL undertakes.

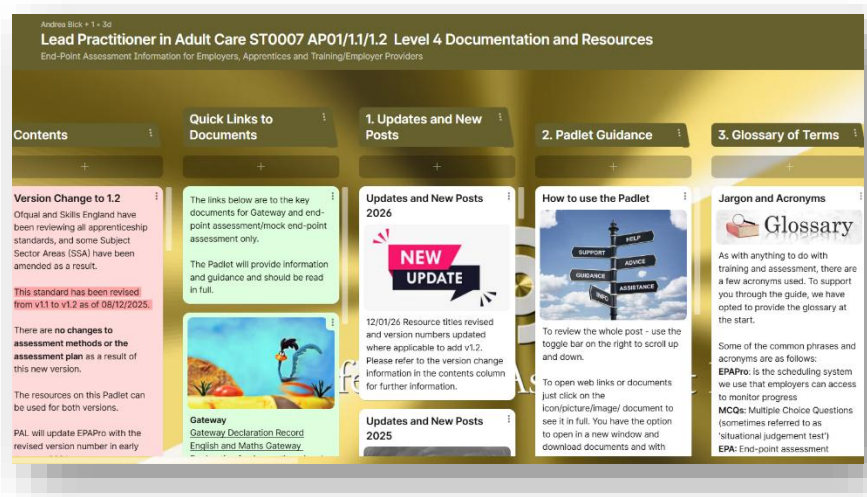
Section Seven

Resources to support Independent Assessment (EPA)

PAL does not make any recommendations as to how best providers and/or employers deploy and evaluate their training activities. PAL does undertake an analysis of assessment outcomes and grades and uses this information along with feedback from stakeholders to inform our assessment design and development, which includes the compilation and presentation of our support materials. We are always open to feedback as to how we can improve our guidance and support materials, so share your thoughts, ideas and suggestions with them directly, or contact us via info@professionalassessment.co.uk

The PAL Padlets provide lots of support materials to help apprentices get through their assessment.

Please speak to a member of the PAL team if you have issues accessing these on-line resources, and if you need resources in a different format, please ask and PAL will do our best to provide resources in an alternative format.

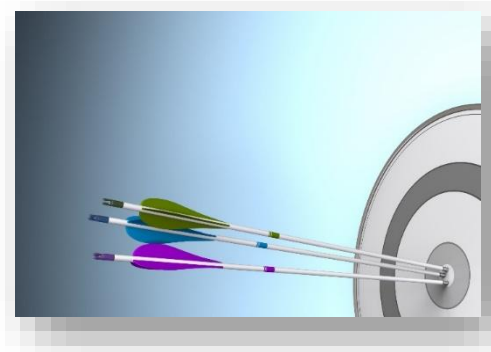


Section Eight

Registration and Data Management and Results

Please refer to the following documents:

- EPA Manual- available via the PAL website, Padlet or your Assessment/Account Manager (Sections: Data Protection Notice; Data Requirements; Gateway; EPA Booking; Readiness; Results; Results Enquiry; Resits and Retakes).
- Service level contracts (Data Protection and Data Processing).
- EPAPro Employer Guide- see Padlet or contact Support Services
- EPAPro Provider Guide- see Padlet or contact Support Services.
- Resit and Retake Policy- available from the PAL website or your Assessment/Account Manager.



Section Nine

Malpractice and Maladministration

Malpractice is a deliberate or reckless act of an individual or business to dishonestly influence an assessment outcome. Malpractice is an act that does not comply with PAL or regulatory authority's conditions and brings the authenticity, reliability, and integrity of apprenticeship end-point assessments into question.

PAL requires you to read and understand PAL's:

- Maladministration and Malpractice policy.
- Conflict of interest Policy.
- Confidentiality Policy.
- Sanctions Policy.
- Withdrawal Policy.

Providers - we require you to have your own Malpractice and Whistleblowing Policies, which are fully implemented.

Employers - we recognise you may not have a specific policy in respect of malpractice; however, we would expect you to have procedures and processes for ensuring professional and reputable conduct.

Providers and employers are obliged to comply with any investigation where malpractice is alleged or identified.

Section Ten

Withdrawal and Termination of Contracts

Please refer to the termination clauses in the service level contract and the sanctions and withdrawal policies.

Centres additionally refer to the approval centre agreement.